

**D.C. OFFICE OF THE ATTORNEY GENERAL  
GOVERNMENT OF THE DISTRICT OF COLUMBIA**



**POSITION VACANCY ANNOUNCEMENT**

<b>ANNOUNCEMENT NO:</b> 10-2015	<b>POSITION TITLE:</b> Program Support Assistant
<b>POSITION GRADE &amp; SERIES:</b> CS-303-07	<b>SALARY RANGE:</b> \$ 39,827 to \$42,593 Annual <b>*Please note this position is only Budgeted to the DS-07/01 to CS-07/03 \$42,593 Annual</b>
<b>TOUR OF DUTY:</b> 8:15 am – 4:45 pm Monday - Friday	<b>OPENING DATE:</b> December 09,2014 <b>CLOSING DATE:</b> December 22, 2014
<b>AREA OF CONSIDERATION:</b> Open to the general public	<b>PROMOTION POTENTIAL:</b> None
<b>WORKSITE LOCATION:</b> Office of the Attorney General for the District of Columbia Child Support Services Division/Director's Office 441 4 <sup>th</sup> Street, N.W. Washington, D.C.	<b>NO. OF VACANCIES:</b> One (1)
<b>DURATION OF APPOINTMENT:</b> Term Appointment (13 months)	
<b>COLLECTIVE BARGAINING UNIT:</b> This position is in the collective bargaining unit represented by AFSCME Local 2401 and you may be required to pay an agency service fee through direct payroll deduction	
<b>BRIEF DESCRIPTION OF DUTIES:</b> Works directly for the Director of Child Support Services Division. Assist with the processing of cases through the various Divisions of CSSD and monitors the progress of each case. Assist the Director of CSSD with performing community outreach to provide information on Child Support to stakeholders, partners and community organizations. Assist with the resolution of customer complaints presented to the CSSD Director. Assist the CSSD Director with special projects designed to enhance the delivery of child support services and improve program outcomes and assist with the preparation of periodic reports on a variety of cases and performance related matters. Assists with the establishment of paternity at District of Columbia birthing centers, Vital Records, Department of Human Services and other designated locations. Receives telephone calls and visitors to the office. Ascertain nature of call or business of visitors and determines appropriate action. Responds to a variety of inquiries not requiring technical knowledge and refers other inquiries to appropriate office staff or other organizations, as required. Receives and screens incoming correspondence and determines appropriate action. Refers correspondence requiring supervisor's attention to supervisor or other appropriate staff person. Performs administrative, program and technical work to support the assigned program and its operations. Applies a broad and extensive clerical and technical administrative procedures, methods, and techniques to support supervisors and at times other designated managers. Prepares, receives, reviews, and verifies office documents. Maintains office records, locates and compiles data information from files for the development of reports. Keeps a project calendar and informs staff of deadlines, other important dates, and similar administrative support work. Receives requests for information from other offices within the agency concerning programs under the supervisor's control. Composes general correspondence pertaining to administrative matters (e.g., letters, memoranda, reports, etc). Reviews correspondence and documents that were prepared for signature of the supervisor or designated manager for correct format, grammar, punctuation, and any other special policy requirements. Provides timely, accurate and current information to them and other appropriate official concerning required reporting requirements. Utilizes a personal computer using specific programs to type, store, and retrieve information and various other documents. Maintain daily records activity and consolidates this data for monthly reports.	

**QUALIFICATIONS:** Candidates must have at least one (1) year of Specialized Experience. Specialized Experience is experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled. To be creditable, at least one (1) year of specialized experience must have been equivalent to at least the next lower grade level in the normal line of progression for the occupation in the organization.

**Substitution of Education:** A substitution of education for required experience will be allowed as defined in OPM's Qualification Standards. However, in order to receive credit, applicants must submit official proof of educational attainment at the time of application. Time-in-Grade Restrictions: Time in grade restrictions must be met by the closing date of this vacancy announcement.

**SUBMISSION OF RANKING FACTORS:** The following ranking factors will be used in the evaluation process. All applicants MUST respond to the ranking factors. Please respond specifically to the ranking factor(s) by either typing directly into the free form area provided or by pasting from a text document. Please describe specific incidents of sustained achievement from your experience that show evidence of the level at which you are applying. You may refer to any experience, education, training, awards, outside activities, etc. that includes the degree to which you possess the job related knowledge, skills and abilities described in the ranking factors. The information given in response to the ranking factors should be complete and accurate to the best of your knowledge. **FAILURE TO RESPOND TO ALL RANKING FACTORS WILL ELIMINATE YOU FROM CONSIDERATION.**

**RANKING FACTOR #1:** General knowledge of the program's policies, regulations and procedures and other related types of program operating in the District of Columbia, surrounding jurisdictions, as well as other state agencies in order to respond to inquiries.

**RANKING FACTOR #2:** Knowledge of English grammar, spelling, punctuation, spelling, and style and required format

**RANKING FACTOR #3:** Ability to communicate effectively, orally and in writing.

**RANKING FACTOR #4:** Ability to operate standard office machines and equipment.

**RANKING FACTOR #5:** A qualified typist is required.

**PRIORITY CONSIDERATION:** Displaced Employee Priority Placement: Eligible's for the District of Columbia's Displaced Employee Program (DEP) and Agency Reemployment Priority Placement Program (ARPP) will be given priority consideration for this position if found qualified.

**EMPLOYMENT BENEFITS:** Selectee will be eligible for health and life insurance, annual (vacation) and sick leave and will be covered under the District of Columbia government's retirement plan. However, if selectee was previously employed in the District of Columbia's government under an appointment for which he/she was eligible for Civil Service Retirement (CSR), contributions to CSR will resume upon re-employment.

**RESIDENCY PREFERENCE AMENDMENT ACT OF 1998:** A person applying for a position in the Career Service, Education Service, Management Supervisory Service, an attorney position in the Legal Service (series 905) other than in the Senior Executive Attorney Service (SEAS), or an attorney in the Excepted Service (series 905) who is a bona fide District resident AT THE TIME OF APPLICATION for the position, may be awarded a 10-point residency preference over a non-District applications, unless the person declines the preference points. If selected, the person shall be required to present no less than 8 proofs of bona fide District residency and maintain such residency for 7 consecutive years from the effective date of the appointment. Failure to maintain bona fide District residency for the 7-year period will result in forfeiture of employment.

**VETERANS PREFERENCE:** Applicants claiming veteran's preference must submit official proof of the time of application.

**DRUG-FREE WORKPLACE:** Pursuant to the requirements of the Drug-Free Workplace Act of 1998, the individual selected to fill this position will, as a condition of employment, be required to notify his/her immediate supervisor, in writing, not later than five (5) days after conviction of or a plea of guilty to a violation of any criminal drug statute occurring in the workplace.

**OTHER INFORMATION:** A background investigation will be conducted.

**HOW TO APPLY:** Candidates may apply in person or send a DC 2000, Employment Application for the District of Columbia Government to the Office of the Attorney General for the District of Columbia, Human Resources Section, Suite 1100S, located at Judiciary Square: 441 4th Street, N.W. Washington, D.C. 20001. Candidates may send applications via e-mail to: [OAG.Recruitment@DC.GOV](mailto:OAG.Recruitment@DC.GOV). Resumes are not considered job applications therefore a DC-2000 must be submitted to receive consideration. Resumes will be accepted in addition to, the DC-2000. Inquiries related to employment and job applications should be directed to Doris Allen, Management Liaison Specialist (202) 724-7318. To download Employment Application Form, DC-2000, visit our website at: [www.oag.dc.gov](http://www.oag.dc.gov).

**INFORMATION TO CANDIDATE:** Application received outside the area of consideration and/or after the closing date will not be given consideration. For the purpose of employment, **resumes are not considered job applications**. Therefore to be considered all applicants must submit a **completed DC-2000 EMPLOYMENT APPLICATION**.

**EEO STATEMENTS:** The District of Columbia Government is an Equal Opportunity Employer.

**EQUAL OPPORTUNITY EMPLOYER:** All qualified candidates will receive consideration without regard to race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, physical handicap, or political affiliation. Notice of Non-Discrimination: In accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code, Section 2-1401.01 et. seq., (Act) the District of Columbia does not discriminate on the basis of actual or perceived race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, familial status, family responsibilities, matriculation, political affiliation, disability, source of income, or place of residence or business. Sexual harassment is a form of sex discrimination which is also prohibited by the Act. In addition, harassment based on any of the above protected categories is prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.

**OFFICIAL JOB OFFERS ARE TO BE MADE ONLY BY THE HUMAN RESOURCES SECTION OF THE OFFICE OF THE ATTORNEY GENERAL**